

# Headquarters U.S. Air Force

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*Integrity - Service - Excellence*

## Contractor Performance Assessment Reporting System (CPARS)

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**May 2004**



U.S. AIR FORCE

# Overview



- Purpose/Background
- CPARS Access
- CPARS Screen Shots
- Quality Checklist
- Sample Write-ups
- Summary



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# Purpose/Background



- Improve Government and Contractor communication
- Assist acquisition officials in determining best value contracts
- Collect past performance information in an automated fashion



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# Purpose/Background (con't)



- An automated past performance information collection tool for information on Services, Information Technology, Systems and Operations Support
- Managed by the Navy for Air Force, Navy, Marine Corps, DLA and several other Defense agencies
- Contains over \$500 billion worth of contracts



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# Purpose/Background (con't)



## CPAR vs CPARS

- CPAR is the electronic, web-based form similar to what was previously done manually on the AFMC 162A-1
- CPARS is the web-based collection SYSTEM comprised of the uploaded CPARs

**SAME information - DIFFERENT medium**

- To collect this information is NOT a new requirement BUT to collect it electronically is a new way of doing our business



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# Purpose/Background (con't)



## Past Performance Collection Thresholds

### BUSINESS SECTOR

- Services/Information Tech >\$1M
- Systems/Ops Support  
>\$5M
- Fuels/Health Care  
>\$100K
- Construction >\$500K
- Architect-Engineer >\$25K



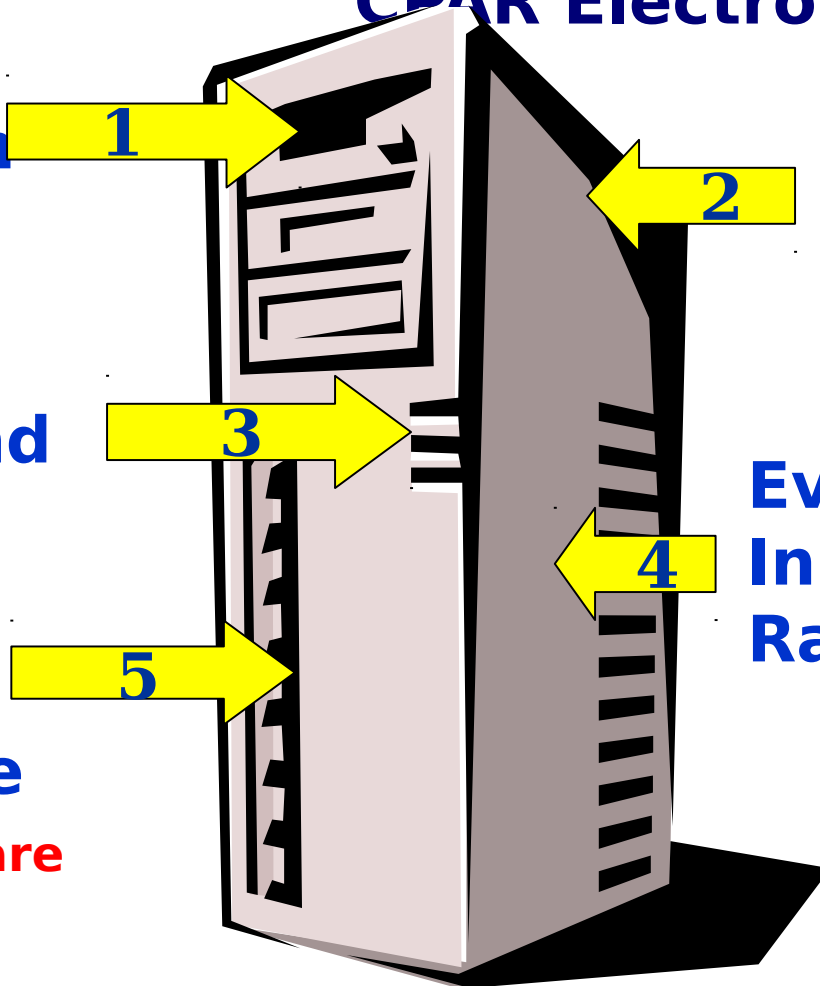
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# Purpose/Background (con't)



## CPAR Electronic Cycle

**Contract  
Information  
Entered**



**Evaluator Adds  
Proposed Ratings**

**Contractor  
Reviews and  
Comments**

**Evaluator/CO Review  
Input/Modifies  
Ratings(optional)**

**Reviewing  
Official  
Acceptance**

**(Only if there are  
significant  
differences)**

**Master Library**



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# Overview



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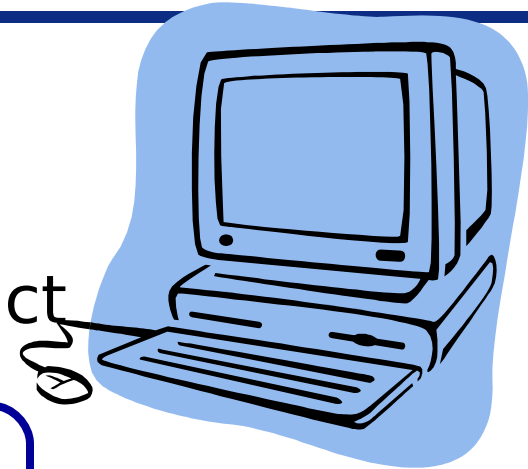


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# CPARS Access



- Unit focal point (Theo Watson) authorizes access for each contract
- Access is given to:
  - Data Entry
  - Prog Mgr Rep/Assessing Official Rep
  - Evaluator/Assessing Official
  - Designated Contractor Representative
  - Reviewing Official



**Gov't has 120 days from end of period of performance to complete CPAR**

***Contractor has a mandatory 30 days to review/comment on CPAR***



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# CPARS Access (con't)



- Evaluation must completed annually
- Initial, Intermediate, Final Reports
  - Contracting registers a contract within 30 days of award
- Reminder notification is sent automatically via e-mail to PM/AO and focal point
- Based on period of performance dates (“tickler” system)
- For contracts awarded under AFI 63-124
  - Multifunctional team prepares/inputs consolidated evaluation
- For contracts not awarded under AFI 63-124
  - Functionals, QAEs, Requirements, Sm Busn Specialist and Contracting Personnel prepares/inputs



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# CPARS Access (con't)



- Contractor input is also done via the web
  - Contractors shall only have access to THEIR CPARS
- Reviewing Official (RO) involvement required only if significant differences between Government and Contractor evaluation
  - RO is Fee Determining Official (if award fee contract) or CONS/CC





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# Overview



- Purpose/Background
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- CPARS Screen Shots
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- Summary





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# CPARS Screen Shots

## Focal Point



Here's what the assignment  
of access level screens look  
like

Enter Contract Number(s) and Order Number(s) (if applicable).

Example: N4511298D0001,N45113 where N45113 indicates all contracts for N45113.

|    |                      |                      |     |                      |                      |
|----|----------------------|----------------------|-----|----------------------|----------------------|
| 1. | <input type="text"/> | <input type="text"/> | 2.  | <input type="text"/> | <input type="text"/> |
| 3. | <input type="text"/> | <input type="text"/> | 4.  | <input type="text"/> | <input type="text"/> |
| 5. | <input type="text"/> | <input type="text"/> | 6.  | <input type="text"/> | <input type="text"/> |
| 7. | <input type="text"/> | <input type="text"/> | 8.  | <input type="text"/> | <input type="text"/> |
| 9. | <input type="text"/> | <input type="text"/> | 10. | <input type="text"/> | <input type="text"/> |





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# CPARS Screen Shots

## Focal Point (con't)



Names of those authorized access are entered here

### Enter Contract Data Entry:

Example: Robert Smith, Jane Doe. Contract Data Entry users can input contract information for the contracts listed above.

|    |                      |    |                      |
|----|----------------------|----|----------------------|
| 1. | <input type="text"/> | 2. | <input type="text"/> |
| 3. | <input type="text"/> | 4. | <input type="text"/> |

### Enter Program Manager/Assessing Official:

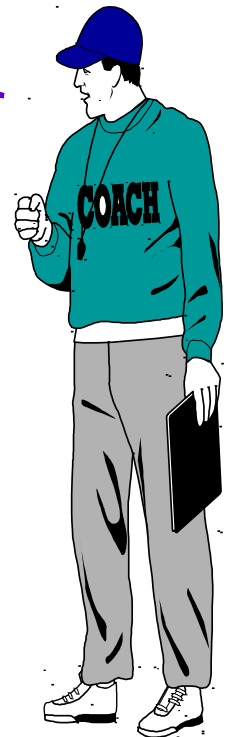
Example: Robert Smith. The Program Manager/Assessing Official can initiate CPARs (blocks 1-21), Update or Delete incoming contracts listed above.

|    |                      |
|----|----------------------|
| 1. | <input type="text"/> |
|----|----------------------|

### Enter Program Manager/Assessing Official Representative(s):

Example: Robert Smith, Jane Doe. The Program Manager/Assessing Official Representatives can initiate CPARs (blocks 1-21) contractor comments for the contracts listed above.

|    |                      |    |                      |
|----|----------------------|----|----------------------|
| 1. | <input type="text"/> | 2. | <input type="text"/> |
| 3. | <input type="text"/> | 4. | <input type="text"/> |





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# CPARS Screen Shots

## Focal Point (con't)



Contractor Designated Reps and  
Reviewing Officials are entered  
here

### Enter Defense Contractor Representative(s):

Example: Robert Smith, Jane Doe. The Defense Contractor Representative(s) can input comments (block 22) for the contracts list above.

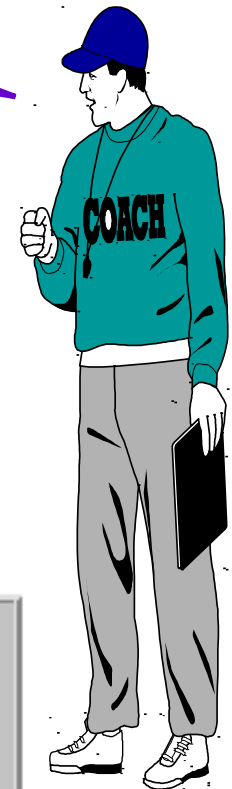
|    |                      |    |                      |
|----|----------------------|----|----------------------|
| 1. | <input type="text"/> | 2. | <input type="text"/> |
| 3. | <input type="text"/> | 4. | <input type="text"/> |

### Enter Reviewing Official:

Example: Bob Smith. The Reviewing Official can input comments (blocks 24-25) for the contracts list above.

|    |                      |
|----|----------------------|
| 1. | <input type="text"/> |
|----|----------------------|

|                          |                           |
|--------------------------|---------------------------|
| <input type="checkbox"/> | Create User Access Matrix |
| <input type="checkbox"/> | Clear all Data            |
| <input type="checkbox"/> | Return to the Main Menu   |





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# CPARS Screen Shots

## Focal Point (con't)



Here's what a finalized  
access authorization matrix  
looks like

Please review the following access matrix

|  |                            |
|--|----------------------------|
| CONTRACTS:                             | N4511299C8090              |
| Access Profile                         | User Name                  |
| Contract Data Entry                    | KELLY SMITH                |
| Program Manager/Assessing Official     | TAMMY WHITE                |
| Program Manager/Assessing Official Rep | CATLIN GAP<br>SALLY WINDLE |
| Defense Contractor Rep                 | KATIE GOODWIN              |
| Reviewing Official                     | SARAH JONES                |

|                          |                                  |
|--------------------------|----------------------------------|
| <input type="checkbox"/> | Authorize Access to these Users  |
| <input type="checkbox"/> | Modify Users to Correct Mistakes |
| <input type="checkbox"/> | Return to the Main Menu          |







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# CPARS Screen Shots

## Focal Point



**The focal point will provide all of those authorized access with their log-on id and system-generated password; ALL users change their password the first time they log in**

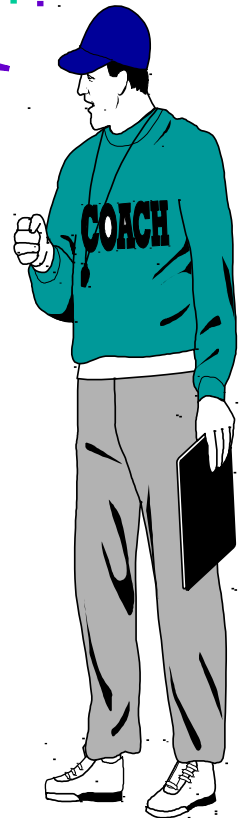
CPARs Access for the following contracts has been authorized to the users listed below. Please print this page and inform these users of the userid and password settings. They will be required to change their passwords the first time they login to CPARs.

|                   |               |               |   |
|-------------------|---------------|---------------|---|
| <b>CONTRACTS:</b> | N4511299C8090 |               |   |
| User Name         | User Logon Id | User Password | Access Profile                            |
| KELLY SMITH       | KELSMI        | ***           | Contract Data Entry ()                    |
| TAMMY WHITE       | TWHIT         | 2KSV2NAC      | Program Manager/Assessing Official ()     |
| CAITLIN GAP       | CGAP          | IUA9EF49      | Program Manager/Assessing Official Rep () |
| SALLY WINDLE      | SWIND         | J1WN2CJT      | Program Manager/Assessing Official Rep () |
| KATIE GOODWIN     | KGOOD         | 4TZJLSFX      | Defense Contractor Rep ()                 |
| SARAH JONES       | SAJONE        | 4VPC567R      | Reviewing Official ()                     |

\*\*\*: This user has already set their logon password.



Return to the Main Menu





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# CPARS Screen Shots Workflow



## Step 1

### Register Initial Contract Information Blocks 1-14

- Contract Data Entry
- Program Mgr Rep
- Program Mgr Rep
- Prog Mgr/Assessing
- Official
- Focal Point

## Step 2

### Add Program Manager Rep Proposed Ratings Blocks 1-20

## Step 3

### Program Manager/Assessing Official: a. Validation of proposed ratings Blocks 1-21

## Step 5

### ~~b. Review~~ b. Review Contractor comments/modify ratings Blocks 1- 21

## Step 4

### Contractor input and r Blocks 22- 23

## Step 6

### Acceptance by Reviewing Official Blocks 24- 25



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# CPARS Screen Shots

## Register Contract



### CPARS

Contract #:

N4511299C8090

Order #:

Reset

☐ Register a Contract

☐ Initiate a CPAR

☐ Update an Incomplete CPAR

☐ Delete an Incomplete CPAR

☐ View CPARs


☐ Change User Profile/Login Password

☐ To-Do List

☐ CPAR Status Report

☐ Logoff

Gov't registers the contract (within 30 days)





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# CPARS Screen Shots

## Register Contract (con't)



### CPAR CONTRACT INFORMATION

**\* indicates a required field**

Contract Number: N4511299C8090 Order Number:

Name/Address of Contractor (Division)

Company Name:

Division Name:

Street Address:

City, State, Zip Code:

CAGE Code: \*   DUNS+4 Number:

FSC: \*   SIC Code:

DoD Business Sector & Sub-Sector: \*

Contracting Office (Organization and Code)

Location of Contract Performance ( If not in item 1)

Contracting Officer:

Phone Number:

Contract Award Date: \*  (mm/dd/yy)

Contract Completion Date:  (mm/dd/yy)

Awarded Dollar Value: \*  (numbers only, do not enter \$ , )

Type of Buy:

Contract Type:   MIXED/OTHER (please specify):

Acquisition Manager: \*



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# CPARS Screen Shots

## Register Contract (con't)



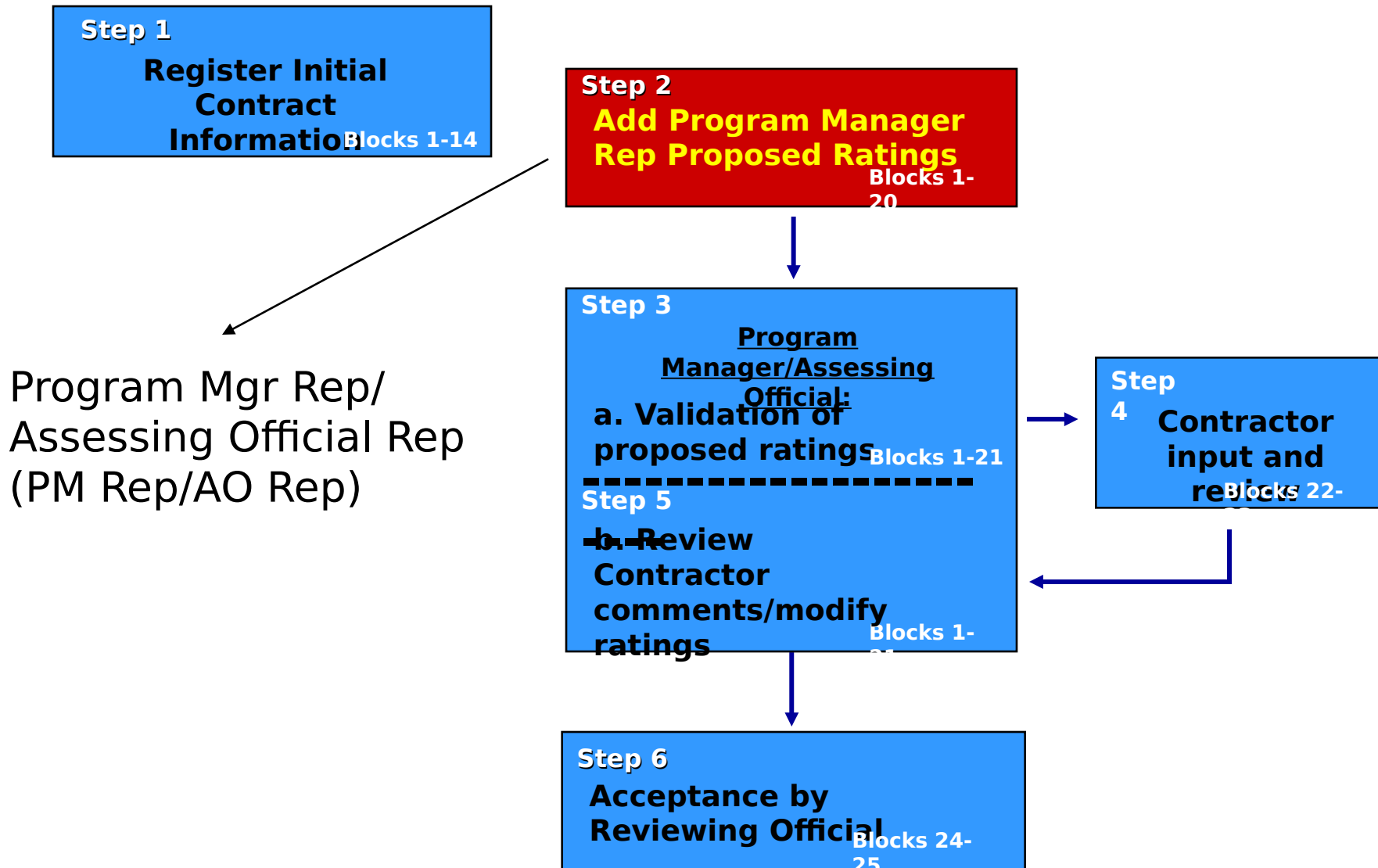
Click “**Validate and Save the Contract Data**” when data entry is completed

A screenshot of a software interface with a light gray background. On the left side, there are three vertically stacked rectangular buttons with a 3D effect. The top button is labeled "Validate and Save the Contract Data", the middle button is labeled "Clear all Data", and the bottom button is labeled "Return to the Main Menu". The text is in a black, monospaced font.



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# CPARS Screen Shots Workflow





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# CPARS Screen Shots

## Initiate a CPAR



### CPARS

Contract #:

N4511299C8090

Order #:

Reset

☐ Register a Contract

☐ Initiate a CPAR

☐ Update an Incomplete CPAR

☐ Delete an Incomplete CPAR

☐ View CPARs

☐ Change User Profile/Login Password

☐ To-Do List

☐ CPAR Status Report

☐ Logoff

Evaluations  
start here



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# CPARS Screen Shots

## Initiate a CPAR (con't)



| CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)<br>(Source Selection Sensitive Information, See FAR 3.104)  |  | SERVICES/IT/OPERATIONS   |
|---|--|--|
| <b>* indicates a required field</b>   |  |  |
| <b><u>1. Name/Address of Contractor (Division)</u></b>  |  |  |
| Company Name: * ABC   |  |  |
| Division Name: WEB DEVELOPMENT  |  |  |
| Street Address: 1212 WEB LANE   |  |  |
| City, State, Zip Code: FAIRFAX, VA 22039  |  |  |
| CAGE Code: * <input type="button" value="Lookup"/> CPARS DUNS+4 Number: <input type="text"/>  |  |  |
| FSC: * <input type="button" value="Lookup"/> 4870 SIC Code: <input type="button" value="Lookup"/> <input type="text"/>                                      |  |  |
| <b><u>2. Report Type:</u></b> * <input type="text" value="Initial"/>  |  |  |
| <b><u>3. Period of Performance Being Assessed:</u></b> From: * <input type="text" value="01/01/00"/> to: * <input type="text" value="12/31/00"/> (mm/dd/yy) |  |  |
| <b><u>4a. Contract Number:</u></b><br>N4511299C8090 Order Number:   |  | <b><u>4b. DoD Business Sector &amp; Sub-Sector:</u></b> *<br><input type="text" value="Software"/> |
| <b><u>5. Contracting Office (Organization and Code)</u></b> *   |  |  |
| <input type="text" value="AF 4000"/>  |  |  |
| <b><u>6. Location of Contract Performance</u></b> (If not in item 1)  |  |  |
| <input type="text" value="CRYSTAL CITY"/>   |  |  |
| <b><u>7a. Contracting Officer:</u></b> *  |  |  |
| <input type="text" value="MARY JONES"/>   |  | <b><u>7b. Phone Number:</u></b> * <input type="text" value="805-908-9090"/>                        |
| <b><u>8 Contract Award Date:</u></b> * <input type="text" value="01/01/00"/> (mm/dd/yy)   |  |  |
| <b><u>9. Contract Completion Date:</u></b> <input type="text" value="12/31/05"/> (mm/dd/yy)   |  |  |





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# CPARS Screen Shots

## Initiate a CPAR (con't)



13. ☒ Competitive ☐ Non-Competitive

14. Contract Type: ☐ FFP ☒ FPI ☐ FPR ☐ CPFF ☐ CPIF ☐ CPAF ☐ OTHER  
MIXED/OTHER:

15. Key Subcontractors and Effort Performed:

CAGE:                      ← List Key Subs and the  
CAGE:                      work they perform here  
CAGE:

16. Program Title and Phase of Acquisition:  
web design

17. Contract Effort Description:  
design a new web site for the airforce

18. Evaluate the following

| Areas: | Past Rating | Rating | Trend |
|--------|-------------|--------|-------|
|--------|-------------|--------|-------|



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# CPARS Screen Shots

## Initiate a CPAR (con't)



### 18. Evaluate the following

Areas: \*

a. Quality of Product or Service

Past Rating

n/a

Past Color

Rating

N/A

N/A

EXCEPTIONAL  
VERY GOOD  
SATISFACTORY  
MARGINAL  
UNSAT

Trend

N/A

Trend

ing Official Narrative:

2 - 3 pages of data fit in the eval area

### OTHER EVALUATION AREAS:

**SCHEDULE**

**COST CONTROL**

**BUSINESS RELATIONS**

**MGT OF KEY PERSONNEL**

Discussion of whether the Contractor met small business participation goals is addressed here



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# CPARS Screen Shots

## Initiate a CPAR (con't)



Given what I know today about the contractor's ability to execute what he promised in his proposal, I \* **probably would** award to him today given that I had a choice.

Acquisition Manager: \* AIR-1.0

☐ Validate and Send to the Program Manager/Assessing Official

☐ Save Data and Finish Later

☐ Clear all Data

☐ Return to the Main Menu

Every CPAR should be reviewed by the CO prior to transmittal to the Contractor



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# CPARS Screen Shots

## Initiate a CPAR (con't)

☐

Return to the Main Menu

☐

View or Print CPAR form in PDF Format

**CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)**  
INCOMPLETE (Source Selection Sensitive Information, See FAR 3.104)

SERVICES/IT/OPERATIONS

### 1.Name/Address of Contractor (Division)

Company Name: ABC

Division Name: WEB DEVELOPMENT

Street Address: 1212 WEB LANE

City, State, Zip Code: FAIRFAX VA 22031

CAGE Code: CPARS DUNS+4

### 2. Report Type:

☒ Initial

☐ Intermedia

### 3. Period of Performance Being Assessed: From: 01/01/00 to: 12/31/00

#### 4a. Contract Number:

N4511299C8090 Order Number:

#### 4b. DoD Business Sector & Sub-Sector:

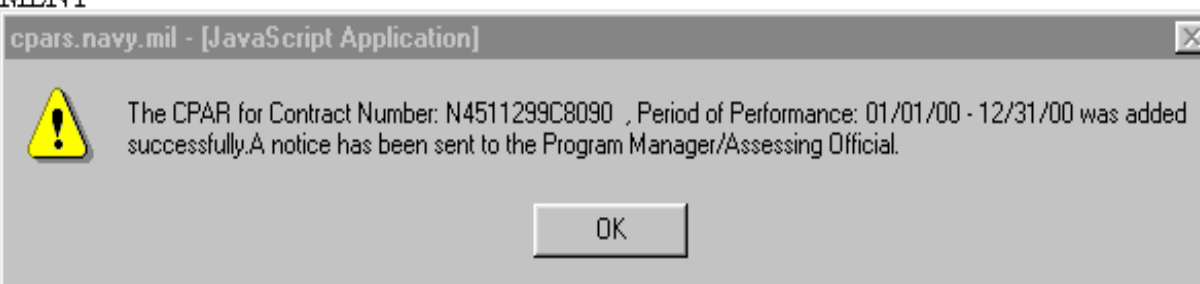
Software

#### 5. Contracting Office: AF 4000

#### 6. Location of Contract Performance:

CRYSTAL CITY

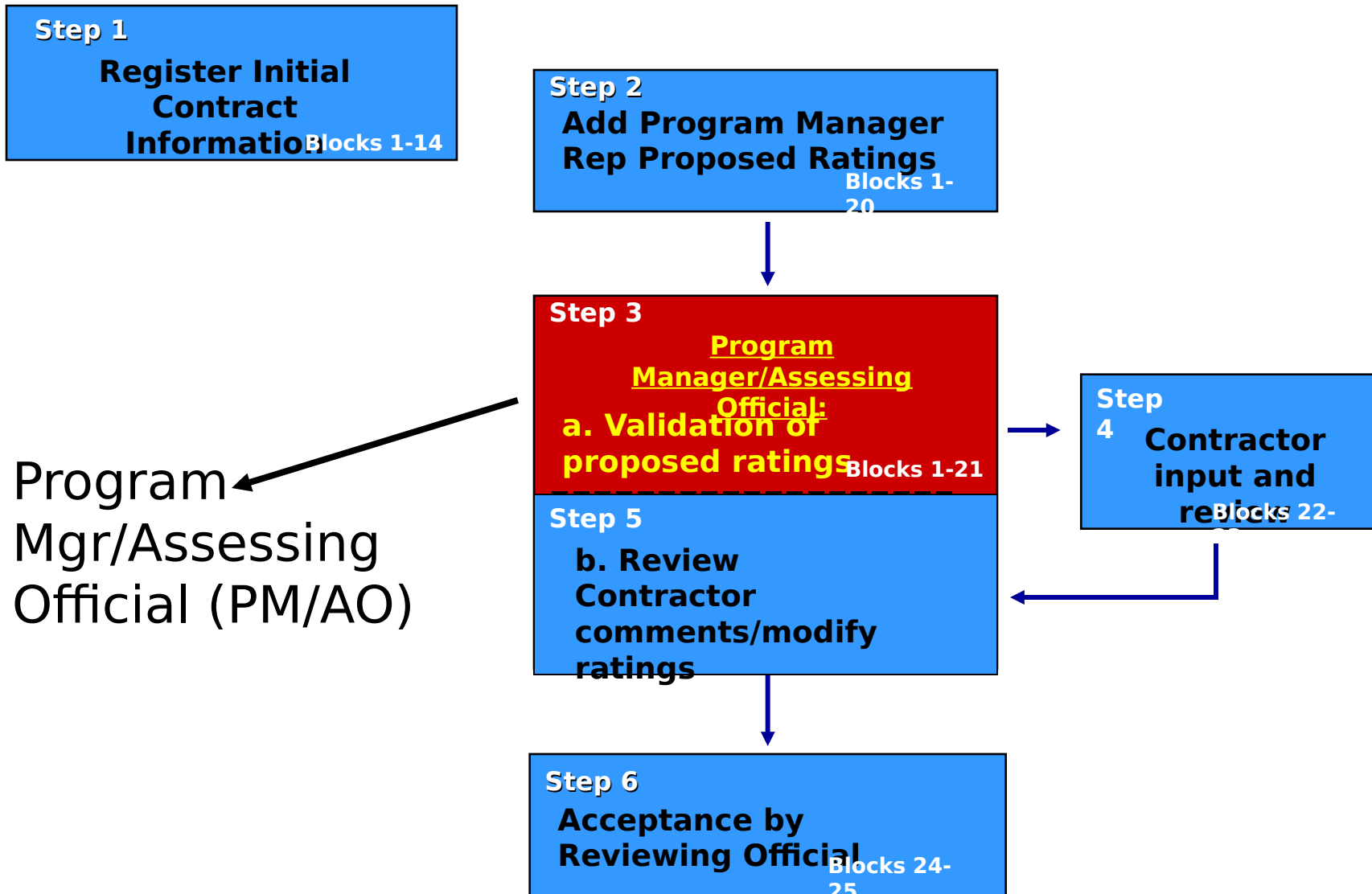
#### 7a. Contracting Officer: MARY JONES





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# CPARS Screen Shots Workflow





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# CPARS Screen Shots

## Validate Ratings



### CPARS

Contract #:

Order #:

Reset

☐ Register a Contract

☐ Initiate a CPAR

☐ Update an Incomplete CPAR

☐ Delete an Incomplete CPAR

☐ Review Contractor Comments or Modify Ratings

☐ View CPARs

☐ Change User Profile/Login Password

☐ To-Do List

☐ CPAR Status Report

☐ Logoff

PM/AO checks  
their "To Do" List










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# CPARS Screen Shots

## Validate Ratings (con't)



### TO DO LIST

|   |               |       |          |          |                          |
|---|---------------|-------|----------|----------|--------------------------|
|    | N4511299C5555 | 68290 | 01/01/96 | 07/01/99 | Rate, Send to Contractor |
|    | N4511299C8090 | CPARS | 01/01/00 | 12/31/00 | Rate, Send to Contractor |
|    | N4511299CNNNN | 12345 | 08/01/99 | 08/04/99 | Rate, Send to Contractor |
|    | N4511299D1414 | CPARS | 03/23/00 | 03/23/01 | Rate, Send to Contractor |
|   | N4511299D1414 | CPARS | 09/30/98 | 09/30/99 | Rate, Send to Contractor |
|  | N4511299D2000 | CPARS | 11/01/99 | 05/31/00 | Rate, Send to Contractor |
|  | N4511299Z1111 | 71907 | 09/01/98 | 09/01/99 | Rate, Send to Contractor |



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# CPARS Screen Shots

## Validate Ratings (con't)



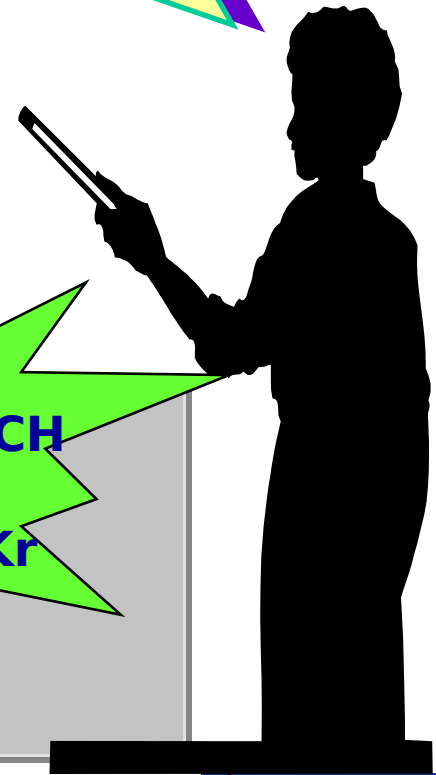
The Program Manager/Assessing Official reviews the PM Rep ratings and can change or accept them. The PM is the only person who can send the eval to the Contractor. Once the eval is transmitted to the Contractor, the Gov't is looked out of the system for 30 days.

### 21.Name and Title of Program Manager/Assessing Official

Acquisition Manager: \* AIR-1.0  
Name: \* MARY WARNER  
Title: PROGRAM MANAGER  
Organization and Code: \* AF  
Phone Number: 703-456-9090 Date: \* 01/01/01

- ☐ Validate and Send to the Contractor
- ☐ Save Data and Finish Later
- ☐ Clear all Data
- ☐ Return to the Main Menu

**The CO must see EACH CPAR prior to its transmittal to the Kr**







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# CPARS Screen Shots

## Validate Ratings (con't)



- ☐ Return to the Main Menu
- ☐ View or Print CPAR form in PDF Format

**CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)**  
INCOMPLETE (Source Selection Sensitive Information, See FAR 3.104)

**SERVICES/IT/OPERATIONS**

### 1. Name/Address of Contractor (Division)

Company Name: ABC

Division Name: WEB DEVELOPMENT

Street Address: 1212 WEB LAN

City, State, Zip Code: FAIRFAX

CAGE Code: CPARS DUNS+4

### 2. Report Type:

☒ Initial ☐ Intermed

3. Period of Performance Being Assessed: From: 01/01/00 to: 12/31/00

4a. Contract Number:

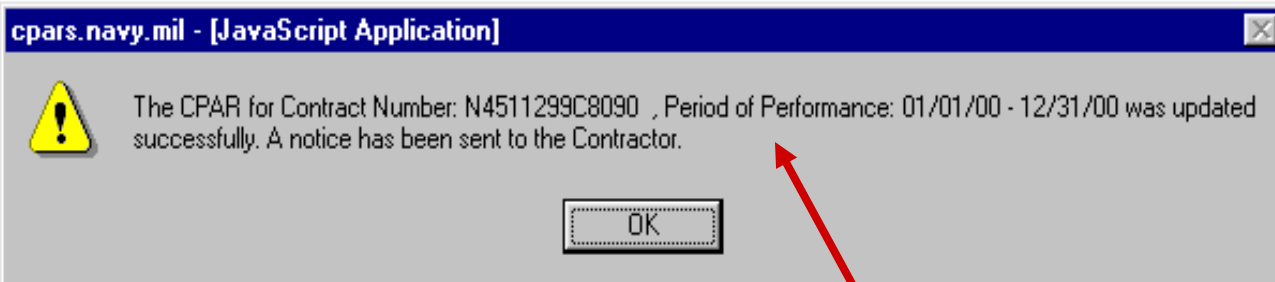
N4511299C8090 Order Number:

5. Contracting Office: AF 4000

6. Location of Contract Performance:

4b. DoD Business Sector & Sub-Sector:

Software

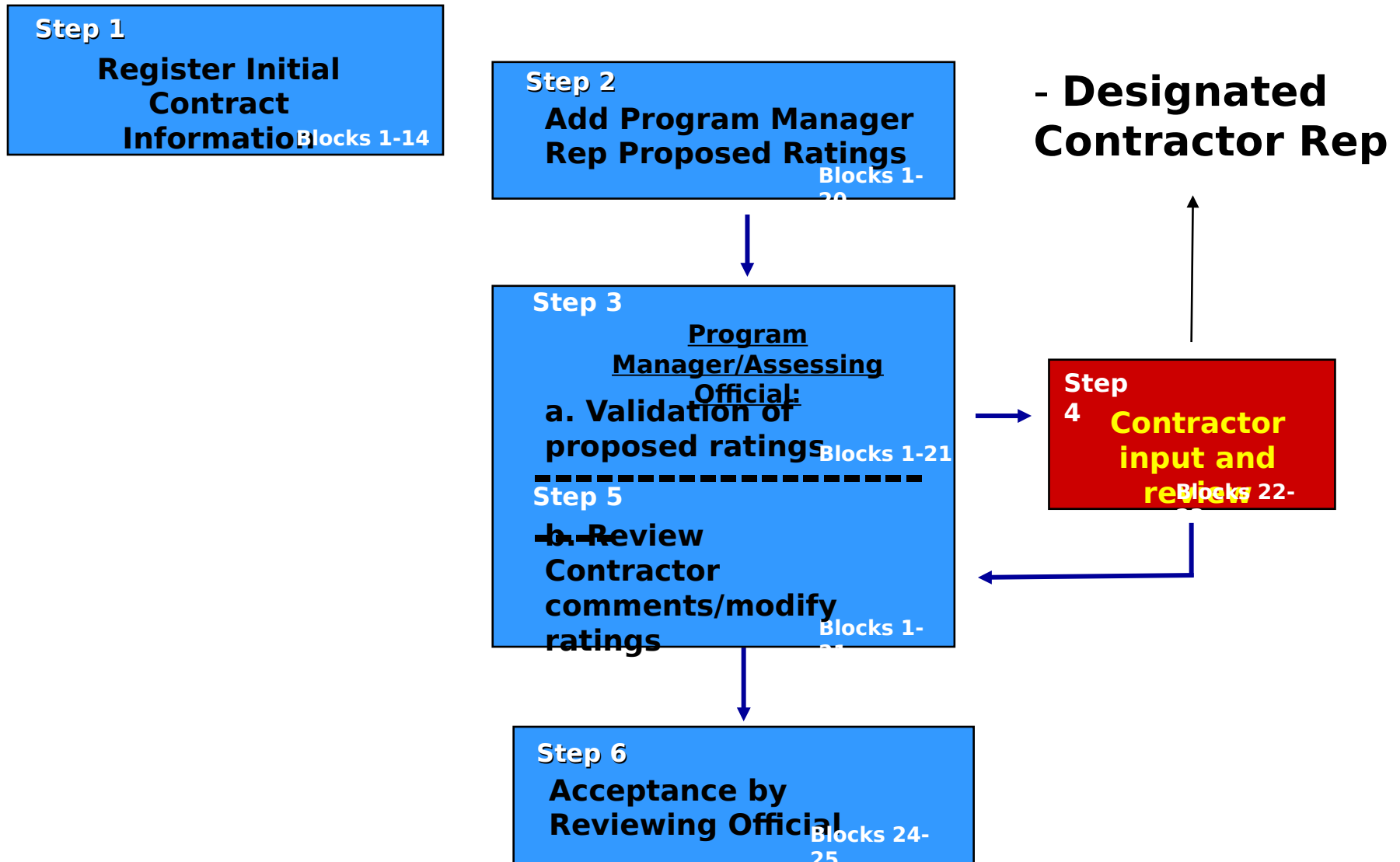


Here's the notice  
that rating was  
sent to the  
Contractor



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# CPARS Screen Shots Workflow





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# CPARS Screen Shots

## Contractor Input



### CPARS

Contract #:

Order #:

Reset

☐ Input CPAR Comments

☐ View Completed CPARs

☐ Change User Profile/Login Password

☐ To-Do List

☐ CPAR Status Report

☐ Logoff

Contractor  
needs to check  
their "To Do"  
List



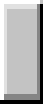
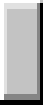
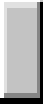

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# CPARS Screen Shots

## Contractor Input (con't)



### TO DO LIST

|  |               |       |          |                     |                          |
|--|---------------|-------|----------|---------------------|--------------------------|
|   | N451120001233 | CPART | 01/08/00 | <del>01/08/01</del> | Input Comments           |
|   | N4511200C0001 | 7S087 | 10/01/99 | 09/30/00            | Input Comments           |
|   | N4511298A0000 | CPARS | 02/02/98 | 02/02/99            | Input Comments (Overdue) |
|  | N4511299C8090 | CPARS | 01/01/00 | 12/31/00            | Input Comments           |

 Return to the Main Menu



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# CPARS Screen Shots

## Contractor Input (con't)



### 16. Program Title and Phase of Acquisition:

web design

### 17. Contract Effort Description:

design a new web site for the airforce

### 18. Evaluate the following Areas: Past Rating

a. Quality of Product or Service n/a

### Rating

SATISFACTORY

### Trend

N

### 20. Program Manager/Assessing Official Narrative:

The contractor satisfactorily met the contract requirements

Contractor Comments:

**Contractor's input goes  
here (2 - 3 pages)**




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# CPARS Screen Shots

## Contractor Input (con't)



\* (Agreement) 

23. I agree with this assessment.  
I disagree with this assessment and request that it be reevaluated.

Name: \* Peggy Donovan

Title: \* Program Manager

Phone Number: 804-890-9090 Date: \* 01/10/01 (mm/dd/yy)

☐ Validate and Send to Program Manager/Assessing Official

☐ Save Data and Finish Later

☐ Clear all Data

☐ Return to the Main Menu

Contractor selects  
and validates for  
transmittal back to  
the Gov't



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# CPARS Screen Shots

## Contractor Input (con't)



|                          |                                       |
|--------------------------|---------------------------------------|
| <input type="checkbox"/> | Return to the Main Menu               |
| <input type="checkbox"/> | View or Print CPAR form in PDF Format |

|  |                               |
|--|-------------------------------|
| <b>CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)</b><br>INCOMPLETE (Source Selection Sensitive Information, See FAR 3.104) | <b>SERVICES/IT/OPERATIONS</b> |
|--|-------------------------------|

### 1. Name/Address of Contractor *(Division)*

Company Name: ABC

Division Name: WEB DEVELOPMENT

Street Address: 1212 WEB LA

City, State, Zip Code: FAIRFA

CAGE Code: CPARS DUNS+

### 2. Report Type:

☒ Initial ☐ Interme.

### 3. Period of Performance Being Assessed: From: 01/01/00 to: 12/31/00

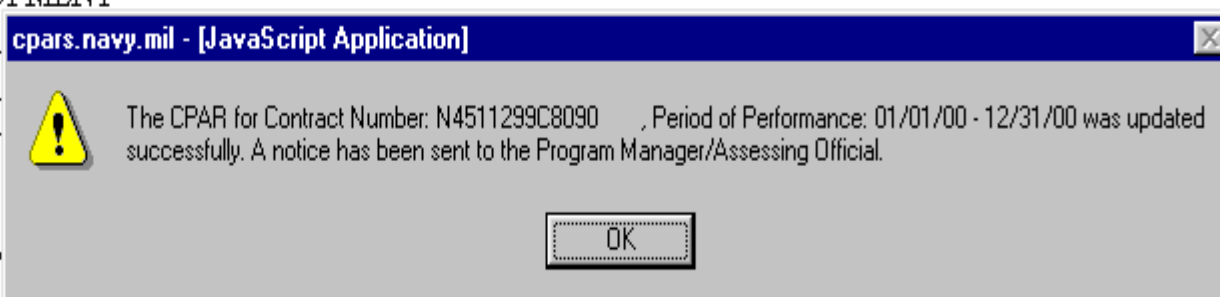
#### 4a. Contract Number:

N4511299C8090 Order Number:

#### 4b. DoD Business Sector & Sub-Sector:

Software

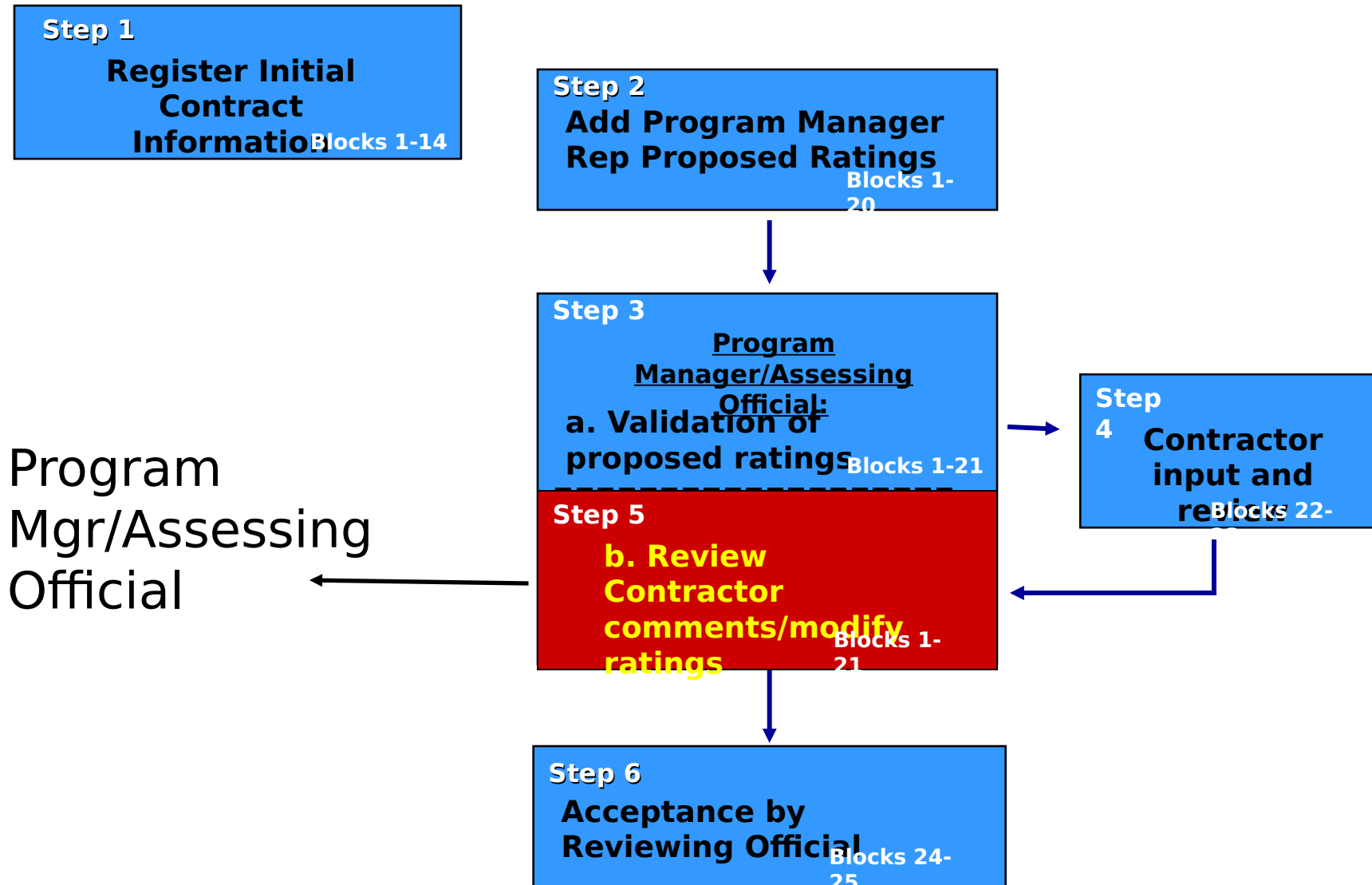
### 5. Contracting Office: AF 4000





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# CPARS Screen Shots Workflow













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# CPARS Screen Shots

## Review Contractor Comments



|   |                    |       |          |          |                  |
|---|--------------------|-------|----------|----------|------------------|
|    | N4511299C0001      | 1KXW3 | 01/01/99 | 01/01/99 | Finalize Ratings |
|    | N4511299C1235      | C1234 | 03/31/00 | 05/20/00 | Finalize Ratings |
|    | N4511299C8090      | CPARS | 01/01/00 | 12/31/00 | Finalize Ratings |
|    | N4511299D0001      | 12345 | 01/01/99 | 06/01/99 | Finalize Ratings |
|   | N4511299D1053      | 00000 | 04/15/96 | 04/15/01 | Finalize Ratings |
|  | N4511299D1234 0100 | CPARS | 08/29/98 | 08/29/99 | Finalize Ratings |

PM's notice to finalize the ratings since comments have been sent back by Contractor



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# CPARS Screen Shots

## Review Contractor Comments

(con't)



### 20. Program Manager/Assessing Official Narrative:

(i.e., PMS, PMA, or Equivalent Individual) Responsible for Program, Project, or Task/Job Order Execution

Given what I know today about the contractor's ability to execute what he promised in his proposal, I probably would award to him today given that I had a choice.

### 21. Name and Title of Program Manager/Assessing Official

Acquisition Manager: AIR-1.0

Name: MARY WARNER

Title: PROGRAM MANAGER Organization and Code: AF

Phone Number: 703-456-9090 Date: 01/01/01

### 22. Contractor Comments:

### 23. Name and Title of Contractor Representative

Name: PEGGY DONOVAN

Title: PROGRAM MANAGER

Phone Number: 804-890-9090 Date: 01/10/01

|                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Accept the Ratings and Send to the Reviewing Official |
| <input type="checkbox"/> | Accept the Ratings and Close the CPAR                 |
| <input type="checkbox"/> | Modify the Ratings                                    |
| <input type="checkbox"/> | Return to the Main Menu                               |

If there are significant differences, it is sent to RO; otherwise PM closes the CPAR



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# CPARS Screen Shots

## Review Contractor Comments

(con't)



### CPAR Process Feedback

Based on your cumulative CPARs experience, rate the effectiveness of the CPAR process in improving communication between your activity and the Contractor (1=most valuable, 1=no value)

Contract#: N4511299C8090


Period of Performance: 01/01/00-12/31/00

<select rating> ▼

**If the RO receives a  
CPAR, here's what  
they see**

☐ Save Feedback and Return to

cpars.navy.mil - [JavaScript Application]

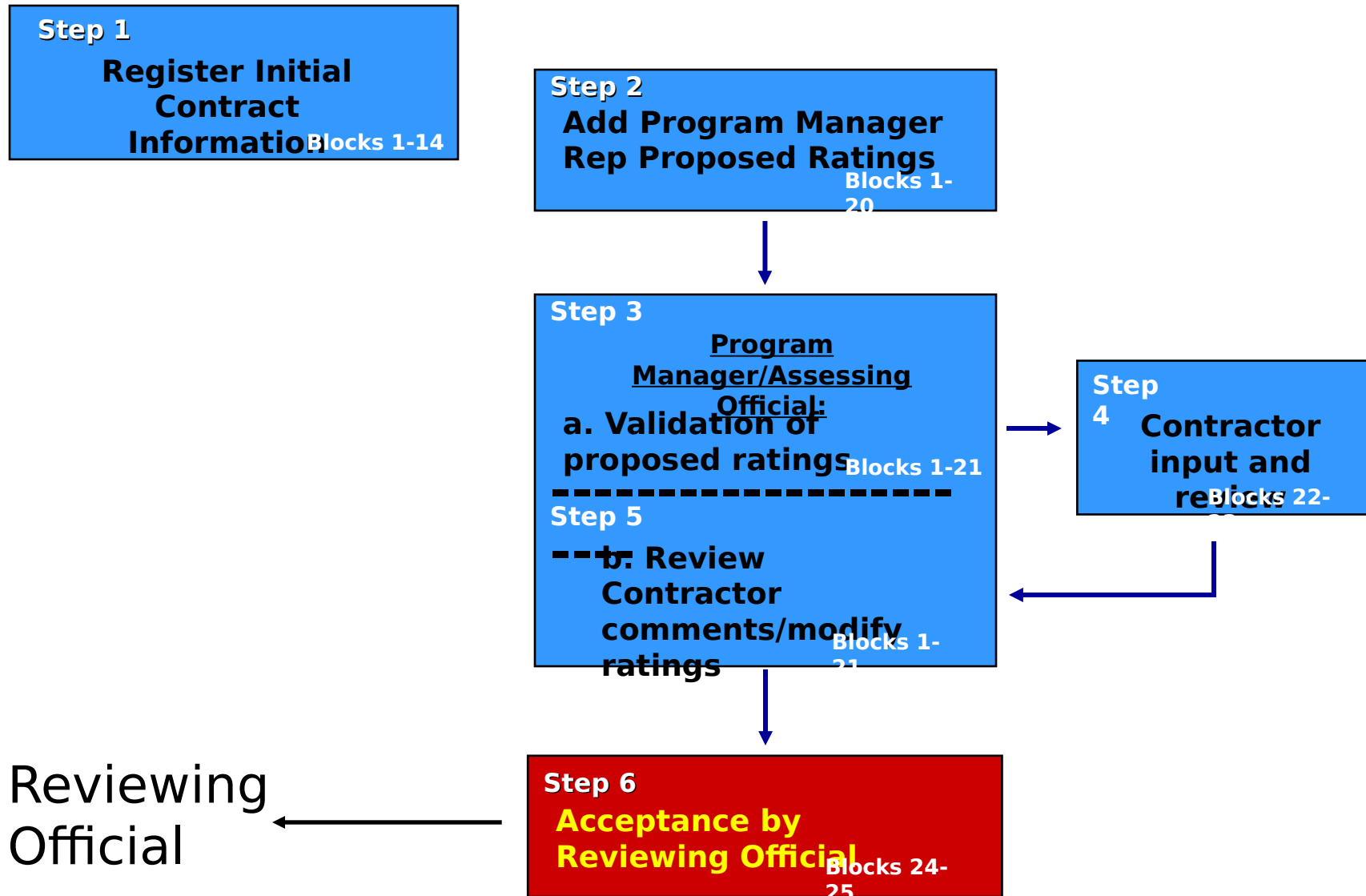
 The CPAR ratings for Contract Number: N4511299C8090 , Period of Performance: 01/01/00 - 12/31/00 were accepted successfully. A notice has been sent to the Reviewing Official.

OK



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# CPARS Screen Shots Workflow





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# CPARS Screen Shots

## Review CPAR



### CPARS

Contract #:

Order #:

Reset

☐ Input CPAR Comments

☐ View CPARs

☐ Change User Profile/Login Password

☐ To-Do List

☐ CPAR Status Report

☐ Logoff

RO checks  
"To Do" List









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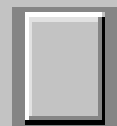
# CPARS Screen Shots

## Review CPAR (con't)



### TO DO LIST

|   |                    |       |          |          |                            |
|---|--------------------|-------|----------|----------|----------------------------|
|    | N4511299C8090      | CPARS | 01/01/00 | 12/31/00 | Input Comments, Close CPAR |
|    | N4511299C9999      | U765T | 10/10/98 | 01/18/99 | Input Comments, Close CPAR |
|    | N4511299D9000 8R05 | CPARS | 11/01/99 | 05/31/00 | Input Comments, Close CPAR |
|    | N4511299G0001 0025 | CPARS | 01/12/99 | 01/18/99 | Input Comments, Close CPAR |
|    | N4511299G0023      | CPARS | 12/01/98 | 12/31/98 | Input Comments, Close CPAR |
|  | N4511299X6666      | CPARS | 05/10/98 | 05/10/99 | Input Comments, Close CPAR |



Return to the Main Menu



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# CPARS Screen Shots

## Review CPAR (con't)



### 24. Review by Reviewing Official: \*

I CONCUR.

### 25. Name and Title of Reviewing Official

Name: \*   
Title: \*  Organization and Code: \*   
Phone Number:  Date: \*  (mm/dd/yy)

☐ Validate and Close the CPAR  
☐ Save Data and Finish Later  
☐ Clear all Data  
☐ Return to the Main Menu

RO's  
validation  
posts eval to  
the CPARS



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# CPARS Screen Shots

## Review CPAR (con't)

☐

Return to the Main Menu

☐

View or Print CPAR form in PDF Format

### CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)

(Source Selection Sensitive Information, See FAR 3.104)

SERVICES/IT/OPERATIONS

#### 1. Name/Address of Contractor (Division)

Company Name: ABC

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CAGE Code: CPARS DUNS+

#### 2. Report Type:

☒ Initial

☐ Interme

#### 3. Period of Performance Being Assessed: From: 01/01/00 to: 12/31/00

#### 4a. Contract Number:

N4511299C8090 Order Number:

#### 4b. DoD Business Sector & Sub-Sector:

Software

cpars.navy.mil - [JavaScript Application]



The CPAR for Contract Number: N4511299C8090 , Period of Performance: 01/01/00 - 12/31/00 was updated successfully. A notice has been sent to the Focal Point.

OK





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# Overview



- Purpose/Background
- CPARS Access
- CPARS Screen Shots
- Quality Checklist
- Sample Write-ups
- Summary





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# Quality Checklist



- A quality CPAR
  - Allows the reader to gain *a complete understanding* of the Contractor's performance on your contract
  - Fully addresses the Contractor's performance with respect to: **RECENCY**, **RELEVANCY**, and **QUALITY**



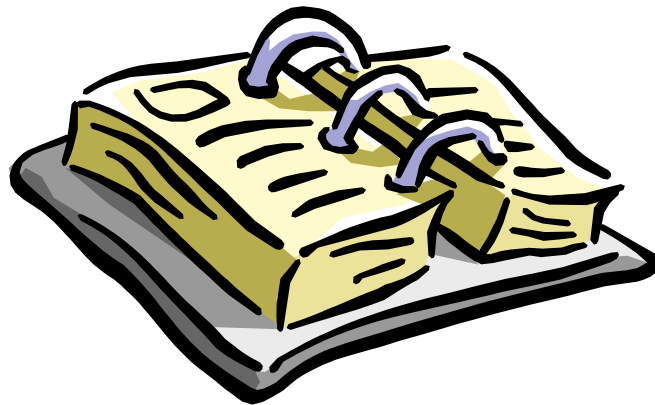
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# Quality Checklist (con't)



## ■ *Recency*

- Period of performance evaluated is a mandatory fill-in on the CPAR
- Is it within the past three years?





# Quality Checklist (con't)



## ■ *Relevancy*

- Need to provide a thorough CPAR so future readers can easily determine how the CPAR relates to the acquisition the reader is evaluating
- Consider scope of work, dollar amount, magnitude of the project, area of work
- Information contained in Block 17 (Contract Effort Description) is

**CRITICAL**



# Quality Checklist (con't)



- Block 17 - Contract Effort Description. **Provide a complete description of the contract effort that identifies key technologies, components, subsystems, and requirements. This section is of critical importance to future performance risk assessment groups (PRAGs) and source selection authorities. The description should be detailed enough to assist a future PRAG in determining the relevancy of this program to their source selection. Also, keep in mind that users of this information may not understand program jargon. It is important to address the complexity of the contract effort and the overall technical risk associated with accomplishing the effort.**



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# Quality Checklist (con't)



- Block 17 - Contract Effort Description (cont'd). For intermediate CPARs, a brief description of **key milestone events** that occurred in the review period may be beneficial (e.g., critical design review (CDR), functional configuration audit (FCA)), as well as, major contract modifications during the period. For **task/delivery order contracts**, state the number of tasks issued during the period, tasks completed during the period, and tasks which remain active. For **contracts which include multiple functional disciplines or activities**, categories should be designated to: (1) reflect the full scope of the contract, and (2) allow grouping similar work efforts within the categories to avoid unnecessary segregation of essentially similar specialties or activities. Each category or area should be separately numbered, titled and described within Block 17 to facilitate cross-referencing with the evaluation of the contractor's performance within each category in Blocks 18 and 19. If necessary, the description within this block may be extended to one additional typewritten page. **MANDATORY.**



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# Quality Checklist (con't)



## ■ *Quality*

- Describe the Contractor's performance for the time period covered by this CPAR
- Provide comprehensive and thorough details on the quality of services rendered by the Contractor
- A quality narrative should be based on objective data, program reviews, etc.



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# Quality Checklist (con't)



- Evaluations will be done by the Multifunctional team, if the contract were written under AFI 63-124, *Performance Based Services Acquisitions*
- Evaluations will be done by functional, technical, contracting, quality assurance and other specialties (JAG and finance) if contract were not written under AFI 63-124
- Past performance evaluation is a standard function of contract administration (FAF 42.1503)







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# Quality Checklist (con't)



- Evaluation team must:
  - Assign input duties and order of input (especially if assigning multiple Program Manager Reps)
  - CO MUST review each CPAR (recommended)
  - Ensure evaluations/input timelines adhere to the 120 day goal for CPAR completion (including mandatory 30 days for Contractor review)
  - Advise unit focal point of access authorization changes





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# Quality Checklist (con't)



## ■ The NARRATIVE

→ *Evaluators rely heavily on the narrative to support their source selection decision*

→ **CPARS Guide requires that the Assessing Official provide narrative for each element that they rate, EVEN IF THE RATING IS A SATISFACTORY**



■ **Past performance evaluations are important ... they are the responsibility of the AO**



# Quality Checklist (con't)



- Block 17 - Contract Effort Description. Provide a complete description of the contract effort that identifies key technologies, components, subsystems, and requirements. **The description is of critical importance to future performance risk assessment groups (PRAGs) and source selection authorities.** The description should be detailed enough to assist a future PRAG in determining the relevancy of this program to their source selection. Also, keep in mind that users of this information may not understand program jargon. It is important to address the complexity of the contract effort and the overall technical risk associated with accomplishing the effort.



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# Quality Checklist (con't)



- On an annual basis, schedule an evaluation meeting right after the end of the annual contract performance period (e.g., first week of October)

→ BUT, don't wait until the end of the evaluation period to provide the Contractors with feedback;

*good communication is a continuous process*



- As a reminder, not ALL contracts begin in October so need to adjust according to your contract's period of performance



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# Quality Checklist (con't)



- Discuss areas which will be evaluated with the Contractor



- Contractor and all evaluators should have a copy of the AF CPARS Guide and the definitions of the ratings

→ Refer them to the website at  
<http://www.cpars.navy.mil> (Reference Material)



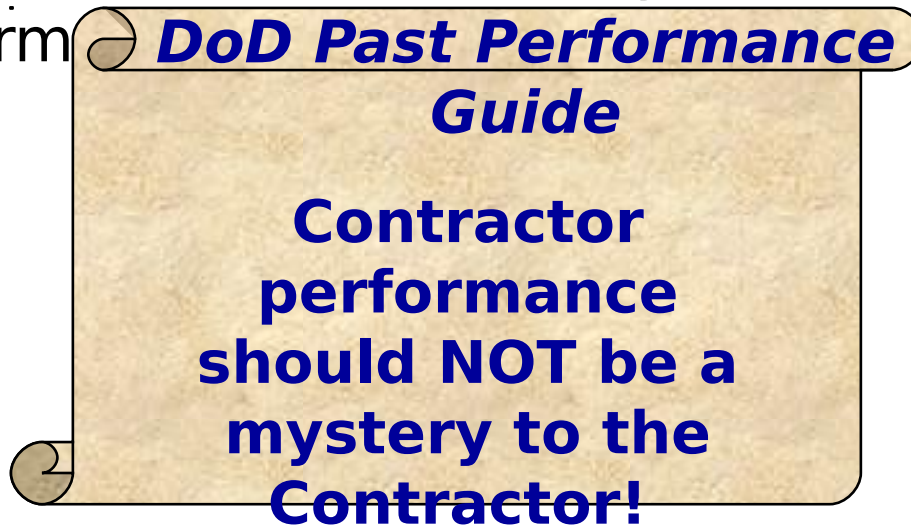
- Areas to be evaluated may change based on additional work within scope changes or different mission emphasis



# Quality Checklist (con't)



- Communicate, communicate, communicate...
  - Don't wait until the annual evaluation to make the Contractor aware of their performance
  - Continuous communication gives the Contractor the opportunity to correct any deficiencies and should ultimately ensure better performance
  - NO mystery





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# Quality Checklist (con't)



- Document, document, document...
  - CPAR is done annually BUT need to document performance regularly (e.g., monthly Certificate of Service, semi-annual award fee, etc.) for use at the end of the evaluation period





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# Quality Checklist (con't)



- Also assists follow-on evaluators in the event the original evaluator's areas of responsibility change during the life of the contract
  - Prior to an assessing official departing (or contract being transferred to another organizational element), the assessing official should complete an informational CPAR if at least **four months** have elapsed since the last CPAR was completed
  - Informational form need not be processed through the Contractor and CPAR reviewing official; it should be passed to the succeeding assessing official for background information for completing the next CPAR

**Out-of-Cycle CPAR**





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# Quality Checklist (con't)



- All evaluating team members should provide input and thoroughly review the CPARS
  - Review the definitions for the evaluation ratings contained in the AF CPARS Guide—compare them to the ratings/narrative given on the Contractor's evaluation
- Ensure consistency between the rating given and the narrative for the rating
  - An **EXCEPTIONAL** rating should have *exceptional* narrative to back it up

**REMEMBER: details, details, details**



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# Quality Checklist (con't)



- Evaluation Rating for Exceptional.

Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.

Note: To justify an Exceptional rating, you should identify multiple significant events in each category and state how it was a benefit to the GOVERNMENT. However a singular event could be of such magnitude that it alone constitutes an Exceptional rating. Also there should have been NO significant weaknesses identified.



# Quality Checklist (con't)



- Evaluation Rating for Satisfactory.

**A narrative still  
needs to be done  
for a Satisfactory  
rating**

Performance meets contractual requirements.  
The contractual performance of the element  
or sub-element contains some minor  
problems for which corrective actions taken  
by the contractor appear or were satisfactory.



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# Quality Checklist (con't)



Note: To justify a Satisfactory rating, there should have only been minor problems, or major problems the contractor recovered from without impact to the contract. Also there should have been NO significant weaknesses identified. *Per DoD policy, a fundamental principle of assigning ratings is that contractors will not be assessed a rating lower than Satisfactory solely for not performing beyond the requirements of the contract.*



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# Quality Checklist (con't)



- Spell out all acronyms
  - CPARS are multi-agency (e.g., MAJCOM in the AF are called Systems Commands and Fleet Commands in the Navy)
- Explain project-specific or unit-specific terminology
  - Remember the next person who reads your review may not be familiar with your program





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# Quality Checklist (con't)



- Identify the location *geographically*
  - e.g., F.E. Warren Air Force Base located in Cheyenne, Wyoming
- Writer should back up ratings with narrative, e.g., not just, "Contractor was exceptional" - but what was accomplished that exceeds requirements to Govt's benefit





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# Quality Checklist (con't)



- Make sure large rating shifts are well supported
- Document resolution of problems previously identified





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# Overview



- Purpose/Background
- CPARS Access
- CPARS Screen Shots
- Quality Checklist
- Sample Write-ups
- Summary







# Sample Write-ups



**Business Relations.** The contractor maintains excellent rapport with their government counterparts by participating in management level discussions and adjusting performance behavior to improve internal processes. This flexibility and involvement has been invaluable to accommodate the rapidly changing needs of the customer. The contractor is proactive by anticipating upcoming requirements and planning accordingly. Contractor recognized the potential problems inherent in the limited communications resulting from contractor personnel providing on-site support. They immediately agreed to implement a bi-weekly schedule to brief the government on contractor activities and to address government concerns relating to contractor support. **Contractor**

You **MUST** address how they met SB goals

**exceeded its goals to Small Business and Women-Owned Business by three percentage points each and met its small disadvantaged and veteran-owned small business participation goals during**



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# Sample Write-ups (con't)



**Quality of Product or Service. Software Production.** The contractor continues to drive towards the base-level requirements baseline, integral to the development of base-level configuration baselines, both at the requirements and the product levels. Contractor participated in over 100 Integrated Process Team (IPT) meetings as core members providing technical expertise and working critical action items. Contractor personnel have supported every version planning meeting scheduled. They have been proactive in making constructive suggestions, yet have kept out of the way as government personnel hammered out “in-house”

disagreements.

**This is an example of a well-written narrative. It gives information on the areas of performance so relevancy can be determined for use in a source selection. The narrative is consistent with and supports the rating. Not only does it describe performance, but in many areas, it gives examples or quantifies performance which explains why the performance is exceptional.**



# Sample Write-ups (con't)



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**Business Relations.** Contractor has exhibited excellent business relations with all customers during this reporting period. The contractor has a positive history of reasonable and cooperative behavior with this office. They have assessed the proposal submittals and initiated corrective action plans in an adequate manner. The integration and coordination activities that the contractor has taken to execute the contract have been excellent. All deliverables have been on time.

**Quality of Product or Service.** The contractor provides an excellent product that meets the contract requirements, specifications and standards of good workmanship. The internal review process that the contractor utilizes catch inconsistencies before the product is delivered to the customer. This ensures that a quality product is delivered to customer. They are

always willing to accommodate the needs of the government. The contractor ensures that all

**This example clearly conveys that the Government was very pleased with the contractor's performance.**

**It fails to provide specific examples of performance or how it exceeded SOW standards so would be of limited direct**



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# Sample Write-ups (con't)



**Overall I feel the contractor's performance is satisfactory, however, I would recommend the contractor's managers get more involved in field management.**

**This example is not acceptable!** It doesn't provide any narrative to support the rating. It would not be credible or useful use in a source selection.



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# Overview



- Purpose/Background
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# Summary (con't)



## ACCURACY

- Between what has been documented on the Contractor's performance
- Between the ratings, the narratives and "would we award again?"

## UNDERSTANDABILITY

- Future source selection officials should be able to rely on CPARS to be self-explanatory on Contractor's performance



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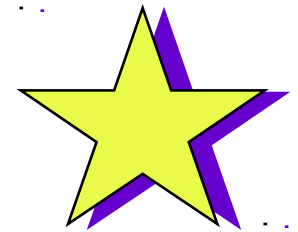
# Summary (con't)



## EFFICIENCY

- More efficient use of Government resources to rely on electronic CPARS than to have to phone, fax or write for more information on Contractor's performance

## MISSION NEEDS



- The difference in the quality of the CPARS can make the difference in selecting the best Contractor for the mission needs



# Summary (con't)

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<http://www.cpars.navy.mil>

CPARS Home

File Edit View Go

Back Forward Reload Home Search Netscape Print Security Shop Stop

Bookmarks Location: <http://cpars.navy.mil/> What's Related

PPAIS CPARS HQ AFSPC FARSite Deskbook PUBS/FORMS SAF/AQC

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**Contractor Performance Assessment Reporting System (CPARS)**

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[CPARS Practice System](#)

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**You can self-train on the Navy's on-line CBT pkg**

CPARS is a web-enabled application for assessing a contractor's performance and provides a record, both positive and negative, on a given contract during a specific period of time. Each assessment is based on objective facts and supported by program and contract management data, such as cost performance reports, customer comments, quality reviews, technical interchange meetings, financial solvency assessments, construction/production management reviews, contractor operations reviews, functional performance evaluations, and earned contract incentives.

Document: Done

Start Inbox - Microsoft Outl... Exploring - FY02 Trai... Microsoft PowerPoint... CPARS Home - ... 12:04 PM





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# Summary (con't)



**CPARS Home - Netscape**

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Shop Stop

Bookmarks Location: <http://cpars.navy.mil/> What's Related

PPAIS CPARS HQ AFSPC FARSite Deskbook PUBS/FORMS SAF/AQC

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Best Practices  
CPARS Management Board  
Frequently Asked Questions  
Metrics  
Newsletter  
Quality of CPARS  
Reference Material  
Software Release Info  
System Requirements  
Training

**CPARS Reference Material**

**DoD**

- [DoD Guide to Collection and Use of Past Performance Information \(May 2001\)](#)
- [Contractor Performance Assessments and Common DoD Assessment Rating System 24 August 1999](#)

**Air Force**

- [Air Force CPARS Guide \(Policy\)](#)
- [SAF/AQ 28 March 2001 Direction Letter](#)
- [SAF/AQC 28 March 2001 Letter to Contractors](#)

Document: Done

Start Inbox - Micro... Exploring - FY0... Microsoft Powe... CPARS Hom... 12:06 PM